

CERTIFICATE OF ELECTRONIC TRANSMISSION

I hereby certify that this correspondence for Application No. 10/021,203 is being electronically transmitted to Technology Center 2129, via EFS-WEB, on September 12, 2006.

/Scott A. Stinebruner/
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September 12, 2006
Date

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Joseph Philip Bigus et al. Art Unit: 2129
Application No.: 10/021,203 Examiner: Joseph P. Hirl
Filed: October 30, 2001
For: PRODUCT SUPPORT OF COMPUTER-RELATED PRODUCTS USING
INTELLIGENT AGENTS

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Mail Stop RCE
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

This paper is submitted concurrently with a Request for Continued Examination (RCE), and in accordance with Applicants' duty of disclosure under the provisions of 37 C.F.R. § 1.56, the references listed on the enclosed Form PTO/SB/08a are brought to the attention of the Examiner. A copy of the non-patent literature document reference 1 is also enclosed. The Examiner will note that references 2 and 3 are unpublished U.S. Patent Applications which are available on PAIR, and as such, no copies of these two references are enclosed.

No representation is made that any of the references are "prior art" within the meaning of 35 U.S.C. § 102 or § 103. Moreover, any explanations herein are not to be taken as a representation that the references have been thoroughly reviewed. In particular, no representation as to the relative relevance of any portion of a reference is intended.

Consideration of the references and the remarks presented herein in the above-identified application is respectfully requested.

If there are any questions regarding this paper, or which might otherwise further this case onto allowance, please contact the undersigned at (513) 241-2324. Moreover, if any other charges or credits are necessary to complete this communication, please apply them to Deposit Account 23-3000.

Respectfully submitted,

September 12, 2006
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